

EOTA – Business Process



Document Title:

WBT Programming Process

Document Number:

ITTP-016 Rev. 11_0426

Document Owner:

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Approver(s):

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Parent Document:

Q-001, Quality Manual

Notify of Changes:

ITT, ISD

Referenced Document(s):

ISDF-006 Script/Storyboard Template, ISDF-017 Track Change Sheet, ISDP-002 Training Production Process, ITTP-015 Website Development/Maintenance

Revision History:

Rev.	Description of Change
A	Initial Release
08-0129	Modified to change Process Owner and correct verbiage throughout document
09_0522	Process modified due to deleting ISDF-009 and ITTF-021 from this process.
09_1207	Process modified to include ISDF-006A Script/Storyboard Template.
10_0419	Assigned new Owner and Backup Owner due to staff changes.
11_0426	Modified verbiage for clarification, updated reference list, changed Training Specialist to Project Lead and redesigned flowchart to reflect current practices.

I. Purpose

To effectively plan and control the process for developing Web-Based Training (WBT) Courses, assuring review, verification and validation are appropriate to each stage, and identifying the responsibilities and authorities for WBT development. This process also applies to development of WBT Courses supporting ISDP-002, Training Production Process, or any approved EOTA process required to continually improve quality business effectiveness or enhance customer satisfaction.

II. Scope

This process applies to EOTA employees who require/participate in WBT design, development and/or maintenance.

III. Responsibility

Multi-Media Specialist (MMS) / Designee – The MMS is responsible for programming and coordinating the implementation of EOTA WBT courses ensuring they properly function when released for training.

Project Lead (PL) – Responsible for providing accurate information using ISDF-006A, Script/Storyboard Template and ISDF-017, Track Change Sheet, as well as direct communication with MMS, describing the characteristics of the product, work instructions as necessary, and implementation of release, delivery, and post-delivery activities.

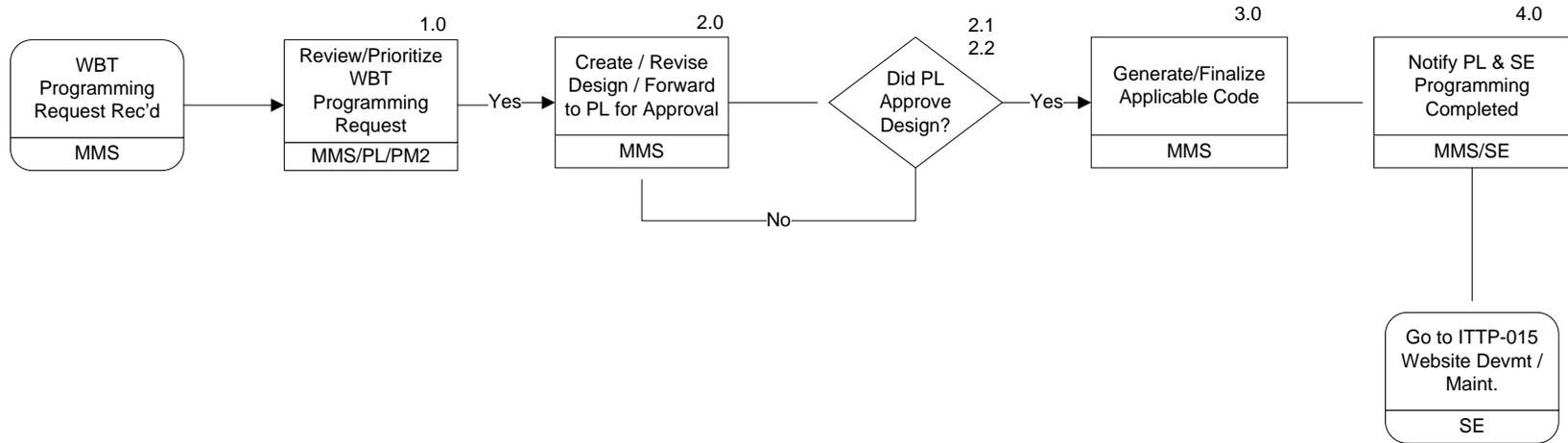
Software Engineer (SE) – Responsible for publication of final WBT Course on the EOTA training website.

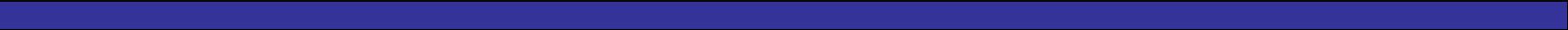
IV Definitions

Request – Communication from an EOTA staff member requesting WBT programming support.

WBT Programming Request – Documentation of programming requests (i.e. ISDF-006A, Script/Storyboard Template or ISDF-017, Track Change Sheet, etc....) from the PL.

V. Process





1.0 **Review/Prioritize WBT Programming Request**

Working with PL, upon receipt of WBT programming request and/or additional course resources, the MMS will provide a list of current projects to PM2 to coordinate and identify priority of requests. MMS will work with PL to clarify questions and/or resolve concerns related to programming request.

2.0 **Create / Revise Design / Forward to PL for Approval**

The MMS, using the information from the WBT programming request, will develop or modify the course as necessary. The MMS will coordinate directly with PL to clarify questions during programming.

2.1 If design is approved, proceed to step 3.0.

2.2 If design is not approved, return to step 2.0.

3.0 **Generate/Finalize Applicable Code**

The MMS will create the course to be launched. During the creation/finalization of the course, the code will also be validated through desktop testing by the programmer.

4.0 **Notify PL & SE Programming Completed**

The MMS will notify the PL and the SE that all programming tasks are complete.

The SE will maintain the published WBT using ITTP-015, Website Development and Maintenance. Conformity of the WBT course will be preserved and assured through back-up procedures throughout development, revision, and delivery. This preservation will include identification, media storage and data protection as applicable.